Web+Center
Version 8.x
Windows Quick Install Guide
2 Tech Free Version
Rev – March 13, 2014

Welcome to the Web+Center Installation and Configuration guide. This document only contains the information necessary to install and configure the Web+Center running using 32-bit Access as your database.

Installation Support :

Complete list of Frequently Asked Questions (FAQs) and an extensive knowledge base of Web+Center questions and problems are available at.

http://www.inet-sciences.com/support.html

Email us at support@inet-sciences.com
Phone-based support at (660) 949-0942 (9 AM -5 PM PST Pacific Standard Time)

Important Upgrade Information:
Licensed users must have a current support/upgrade contract to upgrade to 8.0 and use their existing data. Please check for Upgrade Kit information on the ISS website for more details.

Web+Center – Windows 32-bit/Access Installation

Web+Center **Server** requirements – Almost all Windows operating system that include the IIS webserver (2003/2008, Windows 7, Server 2012, XP , Vista, etc) will work for installing Web+Center 32- or 64-bit versions.

Web+Center **Client** Requirements – Almost all Web browsers running on any platform (Windows, MAC, Unix, Linux, etc)

Databases -- Web+Center supports two back-end databases, MS Access and SQL*Server. For Access installations, one DOES NOT have to install Microsoft Access on the server since the drivers are included in the operating system.

Step 1 - Download and Install the Web+Center Files

Download the Web+Center self-extracting executable installation program (webcenter80.exe) from the Internet Software Sciences Web site into a local directory on your machine. Make sure your antivirus software is turned off or it may not complete the install (and will not give you any error messages). The Web+Center installation program only creates directories and places files into those directories**.**   There are currently two downloads – if you want the easier installation and intend to use Access as your database with the default 32-bit drivers that come installed with your operating system, use the 32-bit download. Please note that the 64-bit download does not install the mailer drivers for you (although everything else is the same).

You must complete the additional steps below to install and configure your Web+Center application.

- **Note:** Do not install this product under the inet-pubs/ wwwroot directory.

- **Note**: If you have purchased a licensed version you will be sent a special license key with instructions on how to install the license key. This is installed after the FREE 2-tech installation is completed.

Step 2 - Configuring ODBC Connection for Access Database

The ODBC setup is needed to connect the application to the backend database. Start the ODBC administrator. If you are running on a 64-bit operating system and you want to set this up for a 32-bit Access database, you'll need to run the 32-bit ODBC Administration which is located at c:\windows\syswow64\odbcadmin.exe. (If you use the default ODBC Administrator that comes with 64-bit operating systems, Web+Center will not 'see' your database and the connections will fail.)

Set up a **SYSTEMS** data source selecting **Microsoft Access Driver (*.mdb) with a Data Source Name of "webcenter80_db"** and pointing to *c:\program files\Internet Software Sciences\Web+Center 8.0\database/WebCenter80.mdb*.

Step 3 - Setting up Web+Center's Web Server Application Directories

Repeat each of the steps below 9 times to configure the 9 virtual/application directories required for Web+Center.

Alias	Physical Path
Customer80	C:\<Your Webcenter Directory>\customercenter
Tech80	C:\<Your Webcenter Directory>\techcenter
Business80	C:\<Your Webcenter Directory>\businesscenter
Language80	C:\<Your Webcenter Directory>\language
Pocket80	C:\<Your Webcenter Directory>\pocketcenter
wctemp	C:\<Your Webcenter Directory>\wctempfiles
Reservation80	C:\<Your Webcenter Directory>\reservationcenter
Customermobile80	C:\<Your Webcenter Directory>\customermobile
Techmobile80	C:\<Your Webcenter Directory>\techmobile

Where C:\<*YourWebCenterDirectory*> is the directory you selected to put your Web+Center installation which by default is:

C:\Program Files (x86)\Internet Software Sciences\Web+Center 8.0

To configure these virtual directories with Internet Information Services:

- Click on the **Start** button.
- Under 'Administration Tools' on the right side of the Start Menu, double click on the **Internet Information Services.**

Click on the (+) sign to expand the tree of the local computer.

Under the Default Web site (other whatever site under which you wish to install Web+Center), right click and select 'new application'.
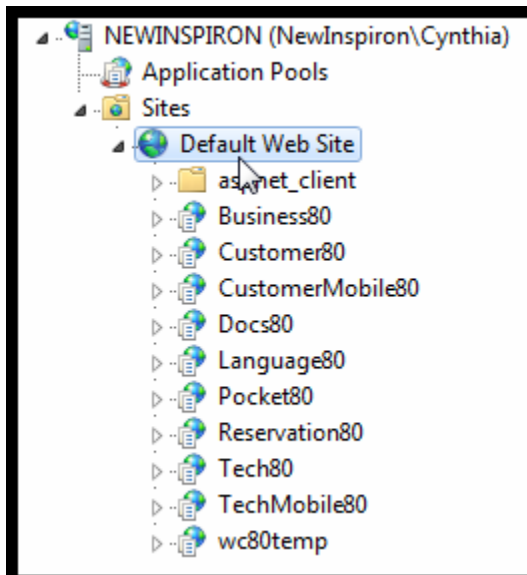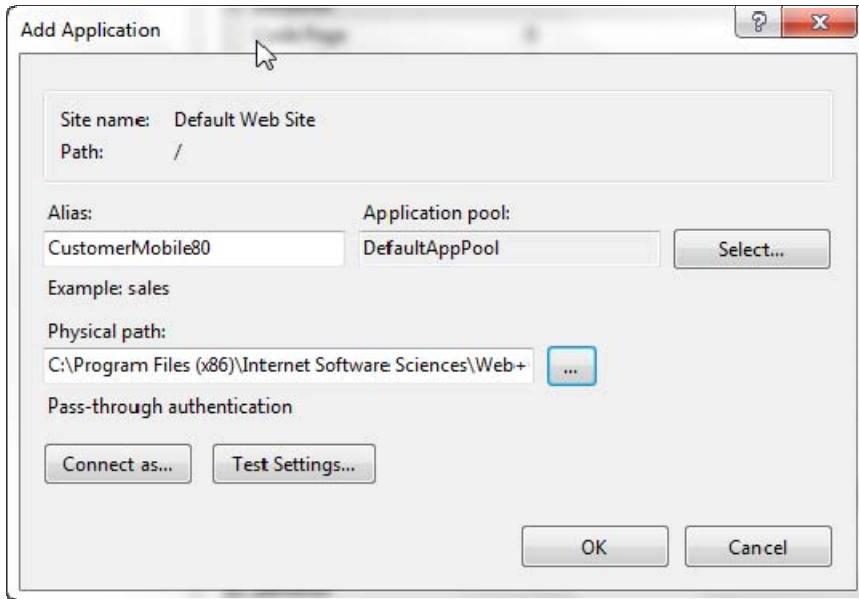
- Enter one of the the Aliases listed above (tech80, customer80, pocket80, business80, language80, customermobile80, techmobile80).

- In the 'Physical Path' textbox, press the Browse button and navigate to where you have installed the Web+Center application and select the appropriate physical file path (techcenter, or customercenter, etc).

- Press 'OK'. (NOTE: 'Test Settings' will probably not work)

Step 4 - Enabling Parent Paths

To verify or enable this option:

With IIS still open, Click on the Default Web Site, Double Click on ASP, and set 'Enable Parent Paths' to True. (See below)

Additional IIS step: To enable us to debug any problems, it is necessary for us to know the line number and name of the offending module. In the center section of IIS, expand the 'Debugging Options' section by double-clicking on the '+'. Under 'Send Errors to Browser' set this value to 'True'. Also, if you're going to allow uploading of files, click on '+' to expand the 'Limits' property and set 'Maximum Requesting Entity to 20,000,000'.
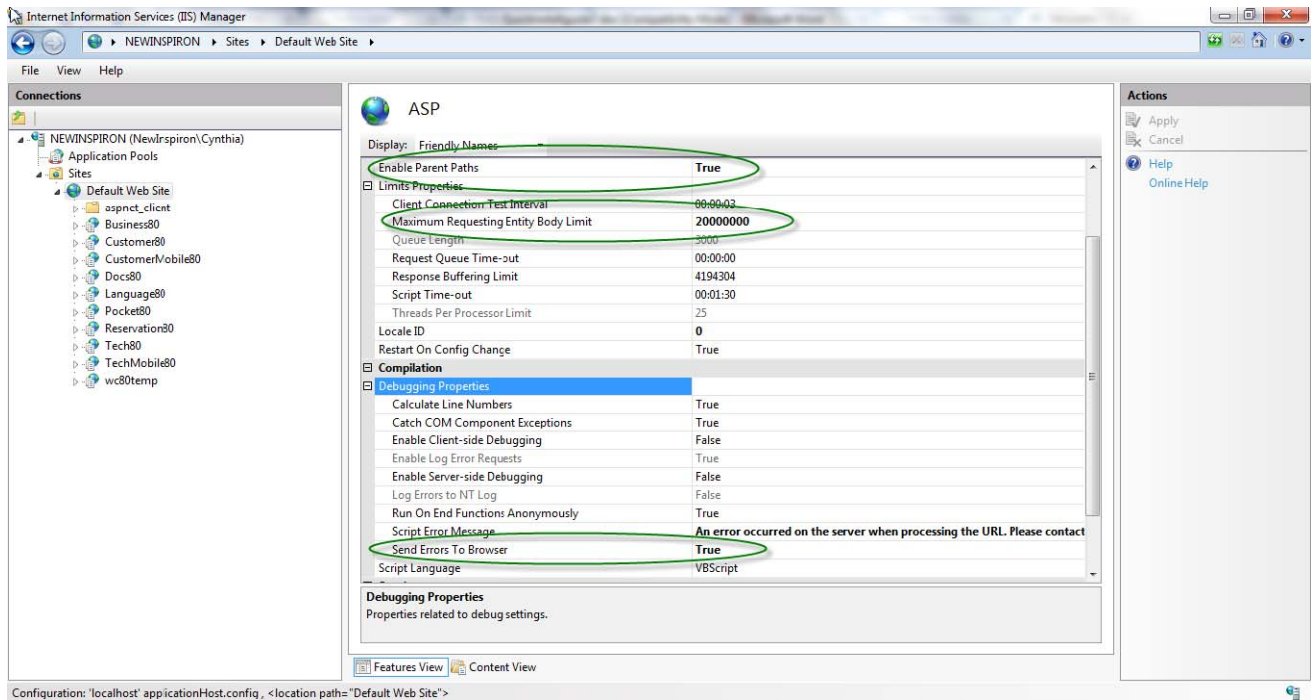
Step 5 - Set File Security Permissions

Step 1) Expand My Computer display and navigate to the Web+Center 8.0 directory.

Step 2) Perform a right mouse click on the **Web+Center 8.0** directory and select the Properties Tab

Step 3) Click on the security Tab. Under XP if you cannot see the security tab then enable it by launching the Windows exploring and then clicking on Tools. View and remove the option for Simple File Sharing.

Step 4) Firs,t uncheck the **Allow inheritable permissions from parent to propagate to this object** near the bottom of the window. Un-checking this box will bring up a security window asking whether to Copy, Remove or Cancel. Select the **Remove** option.

Step 5) Click the **Add…** button to add groups and users back. Find the **Everyone** Group and double click on that group. This will add that User group for this folder.

Step 6) In the permission settings, check the Full Control checkbox. This should set the Allow checkbox for all of the permissions listed (Full Control, Modify, Read and Execute, List Folder Contents, Read, and Write).

Step 5) Click on Advanced…

Step 6) In the Access Control Settings for the Web+Center 8.0 window, check the checkbox that says:

"**Reset permissions on all child objects and enable propagation of inheritable permissions**."

Then click **Apply**. This will reset this permission (Everyone - Full Control) to all files, and sub folders under the Web+Center 8.0 directory tree.

Step 7) Click OK to close this window.

Step 8) **REBOOT THE WHOLE MACHINE**. This will properly reset all of the Access Control Lists maintained by the operating system and without a full reboot, the permissions may not be completely set although they may appear to be properly reset.

Step 5 - Perform Final installation/Configuration tests

To verify that the Web+Center application is properly configured, a special installation test page containing tests for virtual directory settings, database connectivity and read and write tests, email configurations, parent paths, cookies settings and applications logins.

To Access this installation test page, enter the following URL into your web browser:

http://<YourHostName>/tech80/installtest.htm

where <YourHostName> is either:
- your local machine name
- Your domain name (www.mycompany.com) or resolvable domain name
- Static or dynamic IP address
- The word "localhost" if browsing on the same machine as the server

Complete and verify all of the tests of the installation test provided.

Step 6 - Accessing the Web+Center Suite of Applications

To access the Tech+Center application, enter the following URL into your web browser:

http://<YourHostName>/tech80/

Login into the Tech+Center

Web+Center comes configured with 2 default tech staff accounts with the following levels of permissions:

Tech Username	Password	Access Level
CSS-1000	Config	Configurator (highest)
CSS-1003	Tech	Read/Write tech level

These default tech staff accounts are automatically available with the initial seed database. They should only be used to access the system initially and they should be immediately modified or deleted once other tech accounts are created. Refer to the Web+Center Users Guide on how to edit or add Tech+Center accounts.

To access the **Customer+Center** application, enter the URL of
http://<YourHostName>/customer80/

To access the **Business+Center** application, enter the URL of
http://<YourHostName>/Business80/

Business+Center also requires a Tech ID account with a Tech ID and a password to log into the application.

To access the **Pocket+Center** application, enter the following URL with your Pocket PC device.
http://<YourHostName>/pocket80/

You'll need to log in using one of the preconfigured technician accounts.

To view or test the **Pocket+Center on a full size screen** interface, use the special Pocket+Center test interface page by accessing:
http://<YourHostName>/pocket80/testpocket.htm

The **Reservation+Center** application is designed to be used by both customers and tech/admin users. Both types of users access the application through the same login screen. The Reservation+Center login screen will automatically determine if you are a tech user first, and if not, it will attempt to log the user in as a customer.

The **Customer+Mobile** application is designed for customers to create and update support tickets and review FAQ articles and do knowledge base searches on smart phones, mobile devices and tablet interfaces.

You can test this interface at
http://<yourHostName>/customermobile80/

The **Tech+Mobile** application is designed for techs to create and update support tickets, etc on smart phones, mobile devices and tablet interfaces.

You can test this interface at
http://<yourHostName>/TechMobile80/

NOTE: – Designing and implementing the best customer login method for your Web+Center users

The Web+Center application has a few different customer login options available. These are:

- HTML form-based customer login with customer accounts created by either self registration and/or customer database imports. This is the default.
- Active Directory/Windows Authentication Logins and database syncing. For more information on using this model, please refer to the separate Web+Center Active Directory Integration and Configuration guide.
- The system can also be used in a mixed mode configuration incase you have external users that can not be authenticated and internal users that can be authenticated.

It is recommended to first get the initial Web+Center installation and configuration completed and verified before deciding on the best customer login methods.

Appendix A Common Installation Errors and Support Options

Most installation issues are associated with the following issues. Please confirm these configurations first if you are experiencing installation issues.

File Security Settings: Without the proper file security settings for the Web+Center folder, you will get database access errors and ASP script errors. Please confirm that the Web+Center 8.0 file folder and all sub folders have the security permissions settings for everyone FULL control and no others users. A complete reboot of the system should have been performed once these permissions and the inheritances for all folders below the Web+Center 8.0 folder level have been properly set.

Debugging Issues: To aid in the debugging Web+Center installation and configuration issues, one must often disable **(UNCHECK)** Internet Explorer advanced browser option "**Show Friendly HTTP Error messages**" which is configured with Internet Explorer under Tools.. Internet Options…Advanced Tab…Browsing.. Show Friendly HTTP error message. If this option is enabled, it will often just show an generic HTTP 500 server error. When Friendly HTTP error messages are disabled, a more complete ASP error is displayed that gives the module name, exact line number and error type. If contacting support or submitting a trouble ticket, please have this information ready or included in your problem report.

Appendix B Configuring MS Exchange to relay mail from Web+Center

Please see the complete install manual appendix for this step if you don't know how to set up proper SMTP email relay methods.